



TERMS AND CONDITIONS

1. Invoicing and payment terms

Upon acceptance of the initial quotation an invoice will be raised for the quoted amount. Acceptance of the quote forms a binding contract between you and Double Impact Displays (DID) meaning that you the customer accept the terms and conditions listed below. All customers will be required to confirm 50% of invoice payment up front with the balance due on delivery unless DID has agreed in writing, at its own discretion, to alternate terms and conditions of payment directly with the customer. Failure to pay the 50% deposit will result in the account being put on hold which may result in delays.

Invoice payment may be made via direct deposit into DID's general account or by credit card (Visa, MasterCard only) however a 2.2% surcharge will be applied to all credit card transactions

DID reserves the right to charge interest on all overdue invoices at a rate from time to time prescribed by the Reserve Bank of Australia plus 2% which shall accrue on a daily basis from the date when payment became due until the date that payment is made. By contracting our services you further agree to indemnify DID and pay all costs and expenses on a solicitor/client basis if legal action is necessary, and/or Debt Collection Agents fees, which we may incur in recovering from you any overdue account.

Note: All services will be performed during normal business hours Monday to Friday. Any work requested outside these hours will be charged at out of hours rates.

2. Reschedules and cancellations

Once an order has been accepted, it may not be cancelled except by agreement; however, if DID agrees to a customer's request to cancel an order after DID has incurred artwork and/or printing costs, the customer will still be liable for the full printing and delivery costs thereof in any event.

All reschedules will incur an additional \$30 fee for each delivery location and cancellation of on site installations will incur an additional \$50 fee each to be invoiced upon completion.

3. Freight and Packaging Services

All merchandise is dispatched from our offices using various freight companies including Australia Post and TNT as well as any other carriers DID deems best suited to the particular delivery. Freight costs will be charged in addition to the amount quoted in your initial invoice. By contracting our services you give us authority to use any method for handling, transporting or storing the merchandise. DID will give priority to any instructions given by you, but if such instructions cannot be followed, we will use another method of our choosing.

DID endeavours to deliver goods as quickly, safely and as cost effectively as possible. Should any unforeseen circumstances arise with respect to freight DID will contact customers immediately to advise them of the situation. Should goods be lost or delayed in delivery through no fault of DID, DID will do whatever is reasonably possible to locate the freight and ensure its prompt delivery. If however, delivery does not take place by the contracted date at no fault of DID, DID is not liable for any loss, disappointment or inconvenience whatsoever suffered by the customer. Further, DID will not be liable for additional freight costs required to be paid to secure delivery of the merchandise in the event of unforeseen circumstances delaying delivery. These costs will be charged to the client. Where the merchandise is lost or delayed as a direct result of negligence by DID, DID's liability to the customer is limited to the amount required to replace the merchandise or \$1,000, whichever is the lesser amount.

All merchandise is packaged to withstand handling, transport and storage. In the event that the goods are damaged by the freight company DID will do all that is reasonably possible to claim the maximum amount of compensation from that freight company and relay that compensation to the customer. DID is not personally liable for any damage caused to the merchandise through no fault of its own. If the recipient of the merchandise releases the freight company from liability for damage, DID is also released from any connection with the damage. The customer, by releasing the freight company, accepts all responsibility for any action they wish to take against the freight company. Where the merchandise is damaged as a direct result of negligence by DID, DID's liability to the customer is limited to the amount required to repair the damage or replace the merchandise, whichever is the lesser amount.

4. Copyright

Layouts and artwork created by Double Impact Displays are subject to copyright protection. No part of any layout or artwork created and supplied by Double Impact Displays may be used, reproduced or disclosed in any form without our written consent and subject to payment in full of applicable fees.

5. General Requirements

5.1 Return Freight & Packaging of POS items

All Point of Sale material (ie posters) shipped to DID must be packed/wrapped and labelled into lots of 50 or 100 pcs, or rolled and wrapped into lots of 50 pcs. Additional charges will apply for any POS material loosely packed on skids/pallets. Cost of return of POS will be the responsibility of the client. DID is not liable for any loss or damage of POS material the clients may want returned. Unless otherwise advised all remaining POS will be disposed of 7 days after completion of display installations.

5.2 Artwork Specifications

As we use PC format in the sign industry, to ensure the best quality is achieved, please save Mac files to a PC Photoshop or Illustrator compatible format. Please DO NOT send us Indesign or QuarkXpress files as they will not be accepted.

5.3 Artwork for Print

Layered Photoshop files are requested if you are sending original artwork that may need to be altered to suit a requested size. If your artwork is press ready then flat TIFF & PDF files are required. All artwork should have 100mm bleed on the bottom only with the exception of material banners which require a bottom bleed of 45mm.

5.4 Artwork for vinyl signage

Illustrator files with all text outlines is requested. The format should be in AI, EPS or PDF. If specific vinyl colours are needed please send through the artwork with PMS colours selected. We match the PMS colours to a vinyl swatch book kept in house.

5.5 Resolution

As a rule we require scaled images at 300 dpi (or 100dpi at the true print size requested). The higher the resolution you supply the better quality images will result.

5.6 Colour Matching - with large format digital printing

Digital CMYK printing does not accurately reproduce exact PMS colour, as different materials render colours differently. For example, the same ink used on glossy paper will not match that on silk banners. Choose your required colours from the Pantone colour chart where possible. Avoid using percentages of PMS. For colour accuracy please supply a colour proof for our reference.

5.7 Artwork Upload

Should you want to speed up the process, please send a request to sales@doubleimpact.com.au to get details for uploading the artwork to our ftp server.

By contracting our services you agree to be bound by all the terms and conditions contained in this document. The terms and conditions will be displayed on DID's website and DID reserves the right to update and change the terms and conditions from time to time without notice. Should you continue to use our services after any such changes have been made, this will constitute your agreement to such changes. You may always view the most recent copy of the Terms & Conditions on our website at: <http://www.doubleimpact.com.au>